



## COVID-19 Emergency Operations Center

SOP No: MS-129  
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# Standard Operating Procedure Client-to-Staff Threat and Assault Response

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## Subject: Client-to-Staff Threat and Assault for Medical Sheltering Sites

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### 1) Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance on the immediate response and post-response when there is threat and assault to a staff member by another client. The determination as to whether a client can safely remain at the Quarantine and Isolation facility should be made on a case-by-case basis after utilizing available resources, such as case managers, social workers, Clinical staff and/or Department of Mental Health.

### 2) Definition

- a) Threats include:
  - i) Using or brandishing any object in such a way or under such circumstance that it can be reasonably concluded that it is a weapon
  - ii) Uttering words threatening violence, or which can be reasonably concluded under the circumstance to be a threat of violence.
  - iii) Making any statement, including a "bomb threat," sign, or physical gesture which is intended to induce a fear of violence
  - iv) Threatens to stab another individual with a sharp object
  - v) Threatens another individual with a gun
  
- b) Violent behavior includes:
  - i) Hitting, kicking, slapping, pushing
  - ii) Throwing objects at someone
  - iii) Fires gun
  - iv) Stabs or attempts to stab another individual another individual with a sharp object
  - v) Uses or discharges mace, pepper spray, or similar substance in the facility

vi) Any unwanted physical contact

**3) Procedure**

a) Before Taking Action

- i) Factors to consider before acting include:
  - (1) Body language of the person causing harm
  - (2) Understanding the history of the person causing harm (history of violence, mental illness, substance use or intolerance to authority)
  - (3) Conduct an environmental scan for possible weapons and unobstructed escape routes
- ii) If the violation is minor, the provider can issue a warning of Non-Compliance to the client. The provider will record the issuance of the warning in the client chart.
  - (1) If a client has repeatedly violated the expectations after the provider has already issued a warning, and the violations pose a threat to the health and safety of clients and staff on-site, the provider will exit the client from the Quarantine and Isolation program.

b) Immediate Incident Response

- i) Staff will take immediate action when emergent threat or assault situations occurs, as follows:
  - (1) The staff member involved, or nearby staff members will assess the situation and immediately contact or arrange to have local law enforcement contacted as appropriate
  - (2) The staff member involved, or nearby staff members will arrange for an authorized staff member to conduct a professional evaluation to determine if a 5150 referral needs to be made and to obtain further information about the incident and the client or employee to report to
  - (3) The staff member or nearby staff members will apply Non-Violent Crisis intervention techniques
  - (4) The staff member involved or a nearby staff member will immediately notify other staff members of the incident
  - (5) The staff member involved, or nearby staff members will notify the immediate Supervisor
    - (a) The Supervisor will immediately ensure:
      - (i) Law enforcement has been contacted as appropriate
      - (ii) Appropriate Non-Violent Crisis Intervention techniques are being properly applied
      - (iii) Appropriate security measures have been taken to protect the staff, including a request for additional security guard presence
      - (iv) The emergent aspect of the crisis is resolved

c) Post-Violent Incident Procedure

- i) Ensure the person causing harm has left the facility

- ii) Ensure the assaulted person is in a safe place
- iii) Call for an ambulance if someone has been physically assaulted
- iv) Administer First Aid, if necessary
- v) Provide support for the injured person
- vi) Provide support for other clients in the area
- vii) Debrief the incident with staff

d) Post-Incident Reporting Requirements

- i) Site Management will call Carl Warren to report incident
- ii) All staff members involved will complete incident reports, which will be submitted to their immediate Supervisor
- iii) Site Management will submit the Carl Warren incident report
- iv) Site Management will send separate e-mail to direct supervisor with incident documentation.